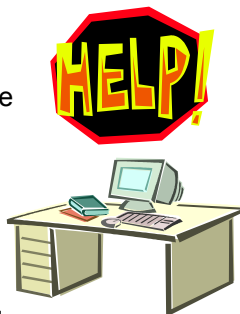## It's Working!

"HELP!" This might have been (and still might be) a common exclamation for some users of Lucas County's new PeopleSoft system. As we make the transition from an unwieldy, paper-based system to a more automated set of processes, this anxiety has been understandable. Yet, over the past three months, there has been a strong source of relief—the PeopleSoft Help Desk.

According to Karen Peck, a Help Desk Representative from Lucas County Information Services: "I can tell that the need to guide people step-by-step through certain scenarios is decreasing…The need for a "security blanket" has declined greatly as more users become comfortable with the system. The number of issues are continuously declining, and to me, that's great news for Lucas County!"

As all County departments and agencies work to improve their PeopleSoft skills, on-the-job training will continue to be one of the greatest tools in helping us improve the ways we do business. And the Help Desk, an integral part of our continued success with PeopleSoft, has shown that as questions are answered, we're all learning from the experience.
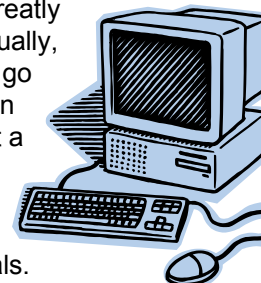
HR, Benefits, and Time & Labor professionals — Remember, as we progress with the implementation of PeopleSoft throughout the County, you can always call the Help Desk for assistance. The number is **213-4037**.

Exciting Self-Service on the Horizon

Over the next few months, Lucas County's PeopleSoft system will offer you some terrific new Self-Service features. Examples of this new capability include online viewing of your paycheck information, your leave balances, personal information (address, phone, e-mail address, etc.), benefit plan elections, and dependent information.

Rolling out the Self-Service features will be done in "waves." The PeopleSoft Project Team will announce them as they are completed. Also, the Project Team will assess each County department's equipment needs—especially for departments whose employees don't have access to personal computers.

Self-Service capability will expand greatly over the next several months. Eventually, all County employees will be able to go online to change personal information and sign up for training, to name just a few options. Plus, the 2004 Open Enrollment will be done online. This will be a tremendous time saver for Employees and Benefits professionals.

We're also planning to make the Self-Service features available on the Internet. This would give you secure access your information from home (or anywhere else) using a personal computer.

Stay informed. The exciting benefits of the Lucas County PeopleSoft system are right around the corner!

Paychecks from PeopleSoft!

We made it! Beginning April 11, 2003, Lucas County Payroll has produced paychecks using the new PeopleSoft system. The early results from the PeopleSoft system have been very good. Corrections—which are normal and happen every pay cycle—have been kept to a bare minimum. During one pay period, there were only 17 adjustments to pay — an incredibly low number.

The success of the paychecks is due to a lot of hard work by people all over Lucas County. The members of the PeopleSoft Project Team share the credit with all of the Payroll and Time & Labor representatives in every County department. The combination of their efforts made the system work well!

Printing paychecks is just the beginning. All County employees can look forward to many more features and capabilities from the PeopleSoft system. As the project progresses, keep an eye out for new developments and improvements. They'll be coming soon!

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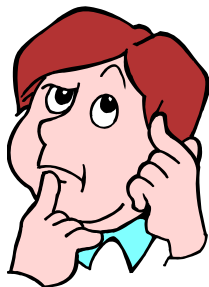
Just the FAQs, Please!

Feeling overwhelmed by this whole PeopleSoft project thing? You're not alone! But the Project Team is here to help. Since the PeopleSoft system went "live" in March, many Benefits, Human Resources, and Payroll people from around Lucas County have reported problems, questions, and issues with the PeopleSoft Help Desk.

If you're one of these people, you may think you're the only one with a particular question or problem. However, in most cases, you're definitely not alone.

By keeping track of the calls to the Help Desk, the PeopleSoft Project Team can track the most common issues, questions, and problems that people are having.

To make this information useful, the Project Team is creating a Frequently Asked Questions (FAQ) document. The FAQ document will contain the most common questions and provide answers to them. The FAQ document will serve as a reference tool for anyone who uses the Lucas County PeopleSoft system. The FAQ will help you through some of the more common questions and problems. Of course, there will still be cases when calling the Help Desk is your best bet.

The Project Team is confident that the FAQ document will be a great supplement to the Cheat Sheets! Watch for the FAQ soon!

GET OUT OF LINE!

Sign up for **Direct Deposit** today

What Do You Mean... It's OK to "Cheat"?

When we were young, most of us heard that it was bad to cheat. In many cases, that's still true. But there's at least one instance when "cheating" might make your job a lot easier!

The PeopleSoft Project Team encourages you to cheat—by using Cheat Sheets, that is. The team has designed Cheat Sheets to assist you when entering information into the County's PeopleSoft system.

Right now, the Cheat Sheets—otherwise known as PeopleSoft Working Aids—are available for Benefits, Human Resources, and Payroll professionals around Lucas County. As the PeopleSoft system expands, more Cheat Sheets will become available.

For the time being, let's say you're an HR staff member in one of the Lucas County departments. You don't hire employees very often, but now you have one to enter into the system. Instead of sweating it out, trying to remember everything that has to be done, simply go into the ERP web site, pull up the Working Aid document, and check out the New Hire Cheat Sheet. It gives you the step-by-step instructions to enter the needed information.

The Cheat Sheets are updated often so you have the most up-to-date instructions when you need them most! To pull up or download the most recent edition of the Cheat Sheets, go to the county's PeopleSoft web page—

http://co.lucas.oh.us/lcis/PeopleSoft

On the Web page, click on PeopleSoft Working Aid. You can view or download the document in two formats—Microsoft Word or PDF. The latest version of the document will always be available on this Web site. The revision date is listed on the first page and there is a table of contents on page 2.

The PeopleSoft Project Team strongly recommends that you print pages from the document only if you need to. If so, print only the page(s) you use—not the entire 60+ pages!

Special thanks to the contributors to this edition of <u>The Lucas Pad</u>...

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